User Guide

Online Payment Approver (WebGUI version)

LEARNING SOLUTIONS

Table of Contents

1 About This Document

This document is designed as a resource for Online Payment approvers who access SAP through WebGUI. Throughout this document, WebGUI screens are displayed.

1.1 How to Use This Guide

As a Reference

This user manual was organized in a linear format that corresponds with the sequence of steps necessary to review and process an online payment request.

1.2 Course Objectives

Online Payment approvers are responsible for reviewing online payment request documents and either approving or rejecting them.

After completing this course, you should be able to:

- Describe the policies associated with approving online payment.
- Access online payment request documents in SAP.
- Review the information contained in online payment request documents.
- And approve and reject online payment requests.

2 Reviewing, Approving, and Rejecting

At Hopkins, certain types of transactions can be paid through an online payment request. Employees can log onto SAP and submit a payment request for things like catering, express shipping, and software licensing. After the payment is approved, a payment is made to the vendor

2.1 Purchase Order Exception List

A complete list of the transactions that can be paid through an online payment request is available on the Shared Services website @ http://ssc.jhu.edu/supplychain/exceptions.html.

2.2 Reviewing Online Payment Requests

As an Online Payment approver, it's your job to review online payment request documents, and either approve or reject them.

- Online payment request documents are available for review in SAP.
- You're responsible for reviewing the online payment request for:
    - Availability of funds
    - Completeness and accuracy
    - Supporting documentation (invoices)
    - Compliance with funding-agency regulations and the Purchase Order Exception list
- Please contact Accounts Payable Shared Services if you have questions regarding online payment policies and procedures.

2.3 SAP Security Roles

- As an approver, you'll need the following SAP security role: Online Payment Approver.
- Once you have this role, you'll be able to review online payment request documents, and make decisions about these payments.
- If you don't have access to this security role, work with your departmental HR administrator to process an ISR Position Maintain and add the role.

3 Logging In to SAP

You should be familiar with the SAP login process, but this will serve as a review.

3.1 Logging In to the SAP

To log in:

1. Open an Internet Explorer browser window.

Internet Explorer

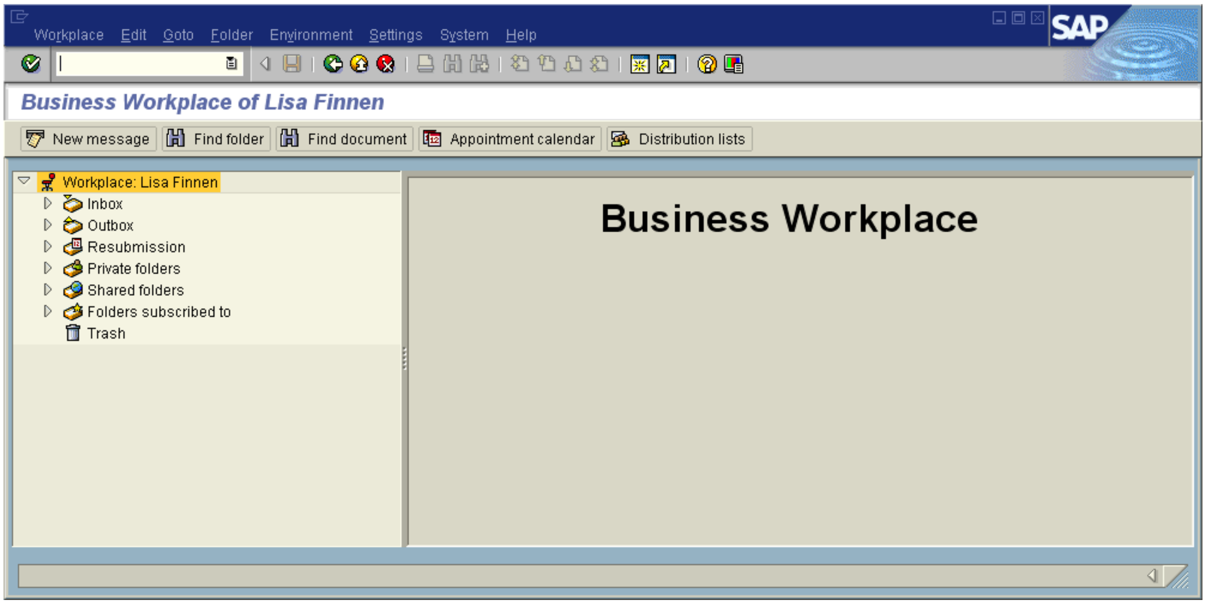
2. Navigate to: http://hopkinsone.johnshopkins.edu .

3. Enter your JHED ID (User ID) and password, click Login.

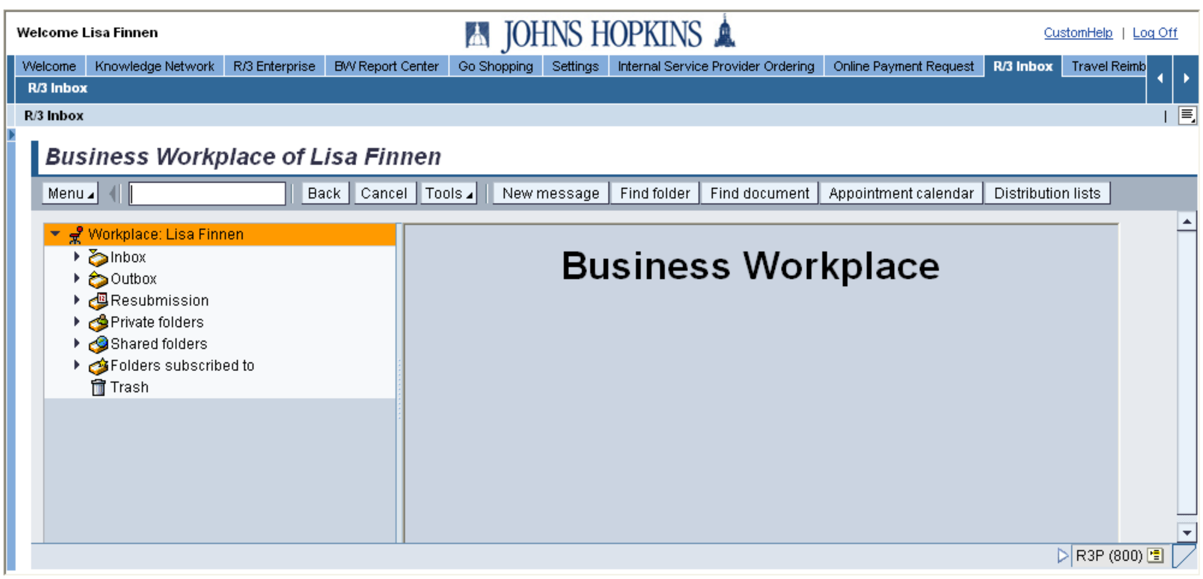
3.2 WebGUI vs. WinGUI

There are two ways to access the Online Payment transaction: the WebGUI and WinGUI interfaces. The functionality is the same in both, though some icons may be different. This guide documents the **WebGUI** interface.

- **WinGUI –** Requires proper security access and client software installed on your computer



- **WebGUI –** Can be used without installing special client software



3.3 Determine Your Interface

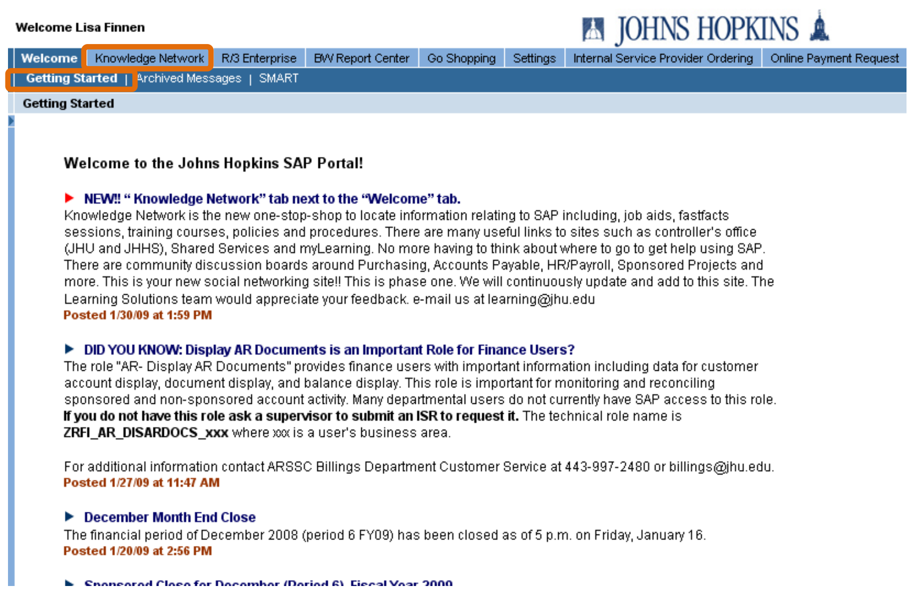
Log in to the SAP production client.

- If you see an **R/3 Enterprise** tab:
    - You have the appropriate security role to access the WinGUI interface.
    - This does not indicate that the client software has been installed on your workstation.
- If you need to install the client software, go to http://h1support.jhu.edu. You may need to work with your LAN administrator for the installation.

- If you do not see the **R/3 Enterprise** tab:
    - You can access the Inbox using the **WebGUI** interface (R/3 Inbox tab).

3.4 Welcome Page

The system will bring you to the Getting Started page in the Welcome section.



Important notices are posted on this page in descending chronological order. The top menu bar also contains a new **Knowledge Network** tab. This link brings you to a one-stop shop for information relating to SAP, including job aids, FastFacts sessions, training courses, and policies and procedures.

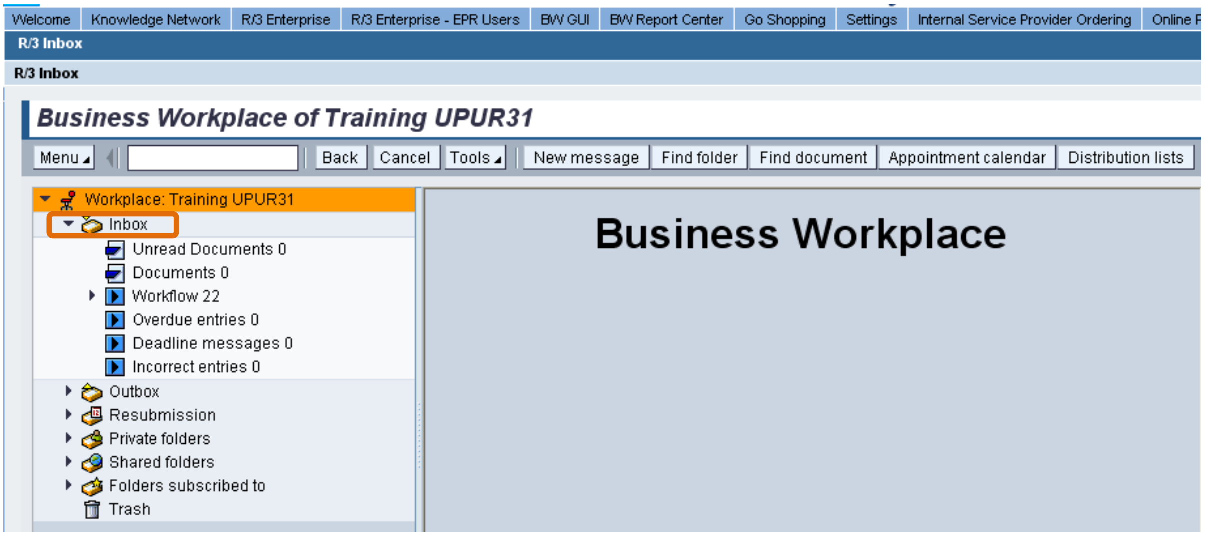
4 SAP Business Workplace (SBWP)

- Within SAP, online payment request documents can be accessed from the SAP Business Workplace (SBWP).
- The SAP Business Workplace:
  - Allows you to monitor, review, and approve or reject electronic travel and business expense documents.
  - Speeds up the approval and payment remittance processes.
  - Reduces paper documentation.

4.1 Accessing the SBWP

You can access the SAP Business Workplace by clicking the **R/3 Inbox** tab. Then, to access pending online payment request documents, you need to begin by clicking open your inbox.

If you are a substitute or "backup" approver, and you need to access documents that are in the regular approver's inbox, please see the Resources section of this document to get instructions on how to open and close the regular approver's inbox.

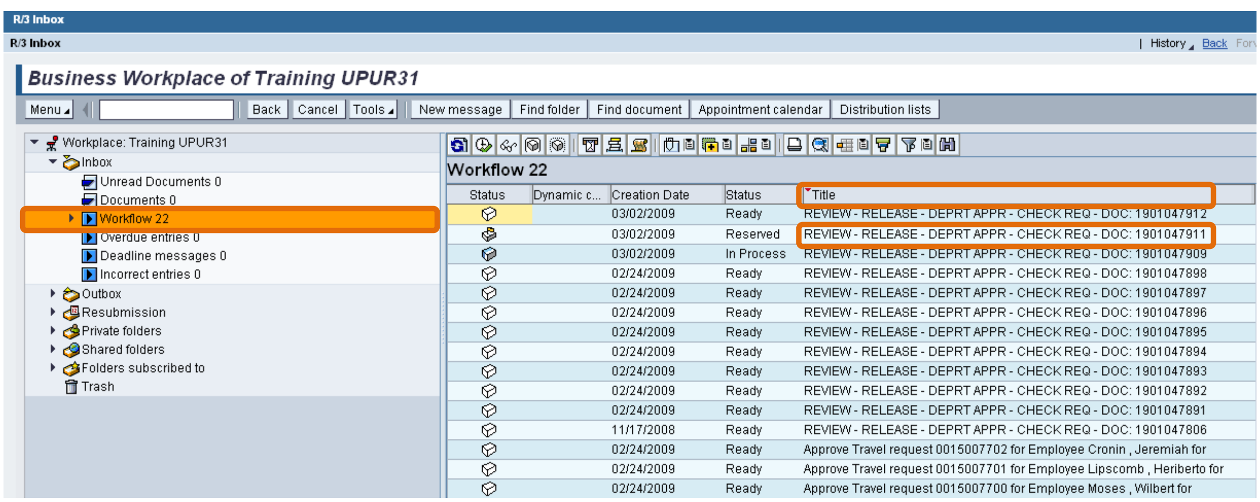


4.2 Online Payment Request Documents

Now within your inbox, take a look at the number that appears next to Workflow. This is the number of documents in your queue.

Click Workflow to see a list of these documents. The list will appear in the center of your screen. You can sort the documents by title by clicking the Title heading.

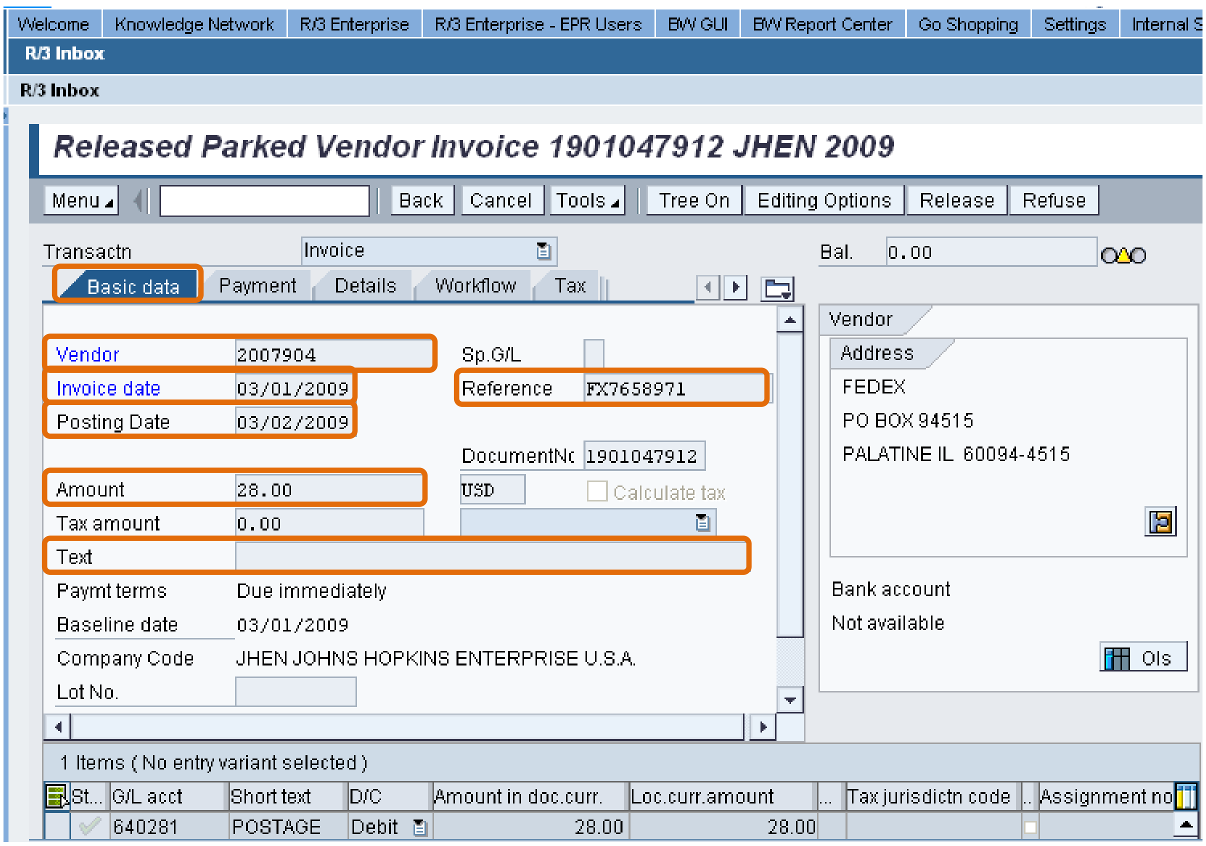
Online payment request documents will have titles that read… Review – Release – Department Approval – Check Required – and then a document number.



4.3 Basic Data

To review one of these documents and ensure that it's in compliance with JHU policies, you simply need to double-click it. And you'll arrive at a screen where detailed information about the document is displayed.

In the center of this screen, you'll see a series of tabs. Right now, the **Basic Data** tab is selected, and basic data about the document is displayed.



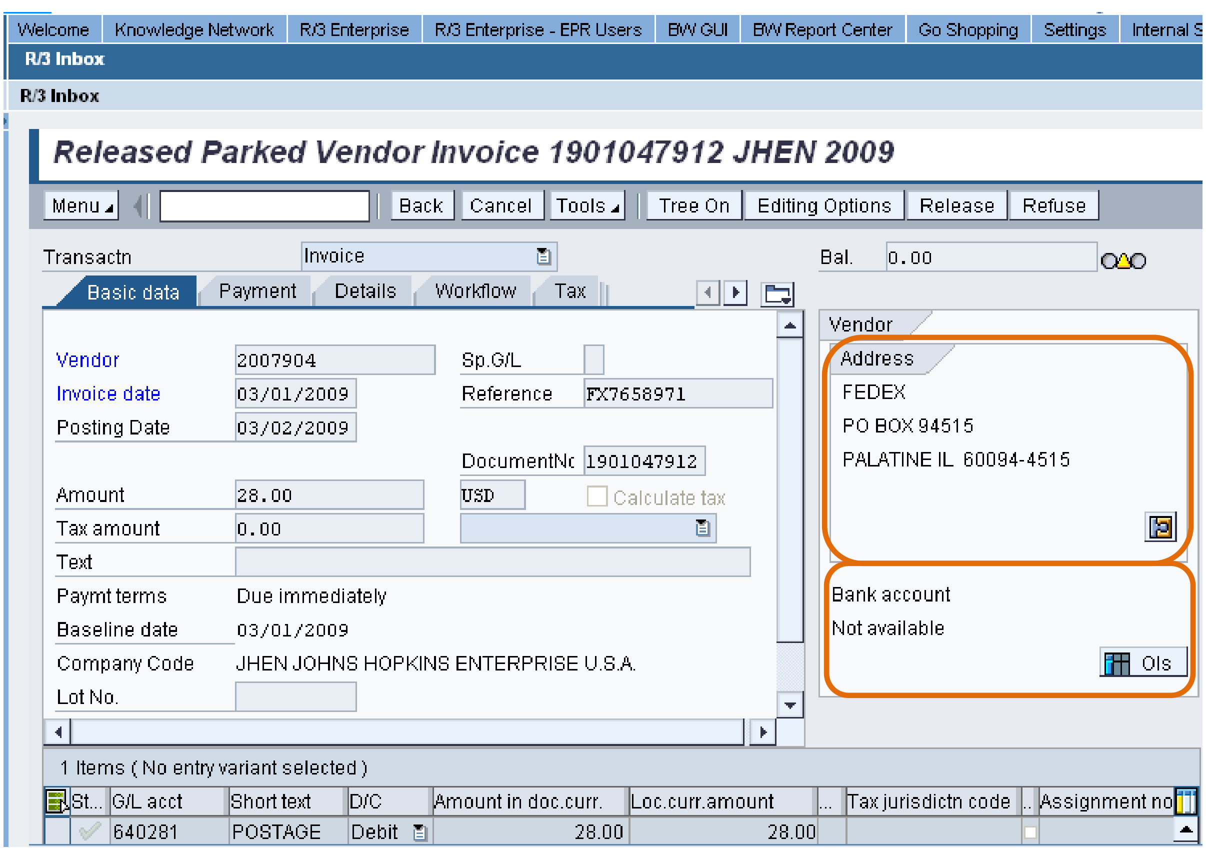
- The **vendor** number should start with a two but can start with one.
  - Vendor numbers that start with a two are vendor addresses where payment remittances are sent.
  - Vendor numbers that start with a one are vendor addresses where purchase orders are sent.

Sometimes, when the vendor address for both payments and purchase orders are the same, only one vendor number is created and it will start with a one. The important thing to verify is that the vendor address matches the address on the invoice.

- The **invoice date** is the date that the invoice was created by the vendor.
- The **reference** field is the invoice number. It should match the number that is on the actual invoice. It's important to make sure that these numbers match in order to avoid a possible duplicate payment and also to make it easy to search for this invoice at a later date.
- The **posting date** is the date that the online payment request document was created in SAP. This date must be within the current accounting period. If the date reflects the previous month (and the accounting period is closed for that month), then it cannot be processed. The originator will have to change the posting date to reflect the current accounting period.
- The **amount** is the total amount to be paid on the invoice.
- The **text** field is optional. If the text in this area is preceded by an asterisk (*), this means that the information should be included on the documentation sent to the vendor. If the text is not preceded by an asterisk, this means that it is a note to Accounts Payable Shared Services.

4.4 Vendor Information

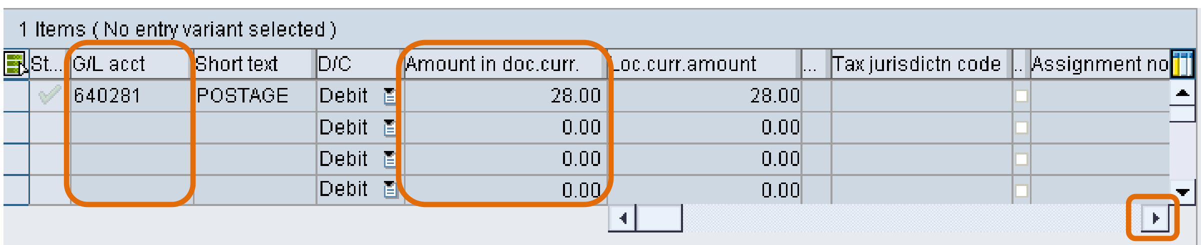
Now let's take a closer look at the right side of this screen. Here, you'll see information about the vendor.



- The vendor's **address** is pulled from the vendor master record. You must make sure that this address matches the one on the actual invoice to ensure that the payment is sent to the correct location.
- You may see the vendor's **banking** information displayed here. It's pulled from the vendor master record.
    - If banking information is displayed, this generally means that an ACH (Automated Clearning House) payment will be issued to the vendor.
    - If no banking information is available, this generally means that a check will be issued to the vendor.

4.5 Cost Distribution

At the bottom of this screen, you'll see the Cost Distribution section.

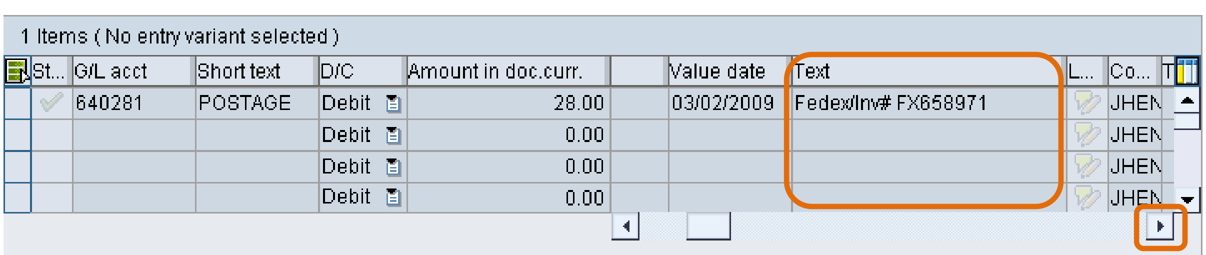


1 Items (No entry variant selected)

St...	G/L acct	Short text	D/C	Amount in doc.curr.	Loc.curr.amount	...	Tax jurisdictn code	..	Assignment no
	640281	POSTAGE	Debit	28.00	28.00				
			Debit	0.00	0.00				
			Debit	0.00	0.00				
			Debit	0.00	0.00				

- The **G/L acct** colum contains the General Ledger accounts (or cost categories) that the expense will be posted to. You should verify that these are the correct accounts.
- In the **Amount in doc. curr.** area, you can see the amounts that will be posted to each of the G/L accounts. You should verify that these amounts are correct.

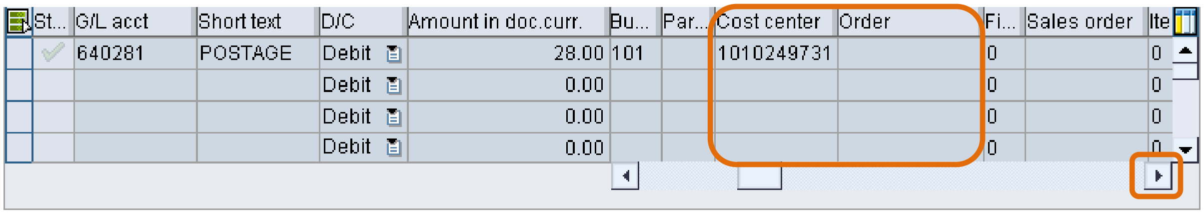
If you use the scroll bar at the bottom of this section, additional information will be displayed. In the **Text** column, you should see the vendor name and invoice number. This is also the text that will be displayed on a BW report.



1 Items (No entry variant selected)

St...	G/L acct	Short text	D/C	Amount in doc.curr.		Value date	Text	L...	Co...	T
	640281	POSTAGE	Debit	28.00		03/02/2009	Fedex/Inv# FX658971		JHEN	
			Debit	0.00					JHEN	
			Debit	0.00					JHEN	
			Debit	0.00					JHEN	

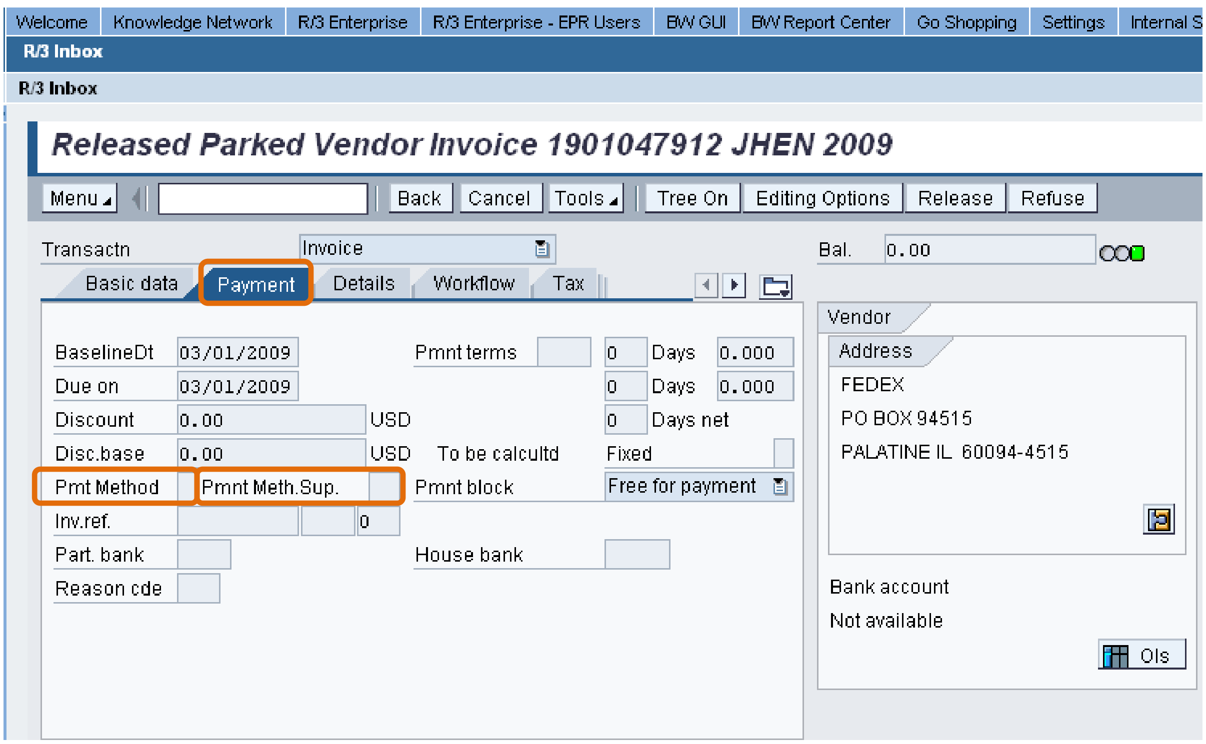
If you scroll a little farther to the right, you'll see **Cost Center/Order/WBS** information. You should verify that it's acceptible to post the expense to these cost objects.



4.6 Payment

Now let's take another look at the center of this screen.

So far, we've examined the information contained on the Basic data tab. If you click the **Payment** tab, additional information about the document will be displayed.



Generally, the Payment Method field should be blank. This allows the system to automatically select the method of payment, based on the information in the vendor master record.

There may be times, however, when the originator has requested a specific method of payment (and overrided the system's default selection). For instance, if a staff member is going on a business trip, the originator may have wanted to ensure that she has a check to cover hotel expenses.

The payment option codes are as follows:

1 – Check JHU

2 – Wires JHU

3 – Vendor Automated Clearing House (ACH) JHU

4 – Check JHHS

5 – Wires JHHS

6 – ACH JHHS

7 – Emply ACH JHU

8 – JHU single check

9 – JHHS single check

Generally, the **Payment Method Supplied** field should be blank. This allows the system to automatically select the method of payment delivery, based on the information in the vendor master record.

There may be times, however, when the originator has requested a specific form of delivery. For instance, let's say that the originator wants to provide a staff member with a check to cover business trip hotel expenses. Unless the originator manually enters a code in this field, the check will automatically be mailed to the vendor (rather than the staff member).

The payment delivery codes are as follows:

01 – Departmental pick-up (at Accounts Payable Shared Services, Eastern)

02 – Attachment required

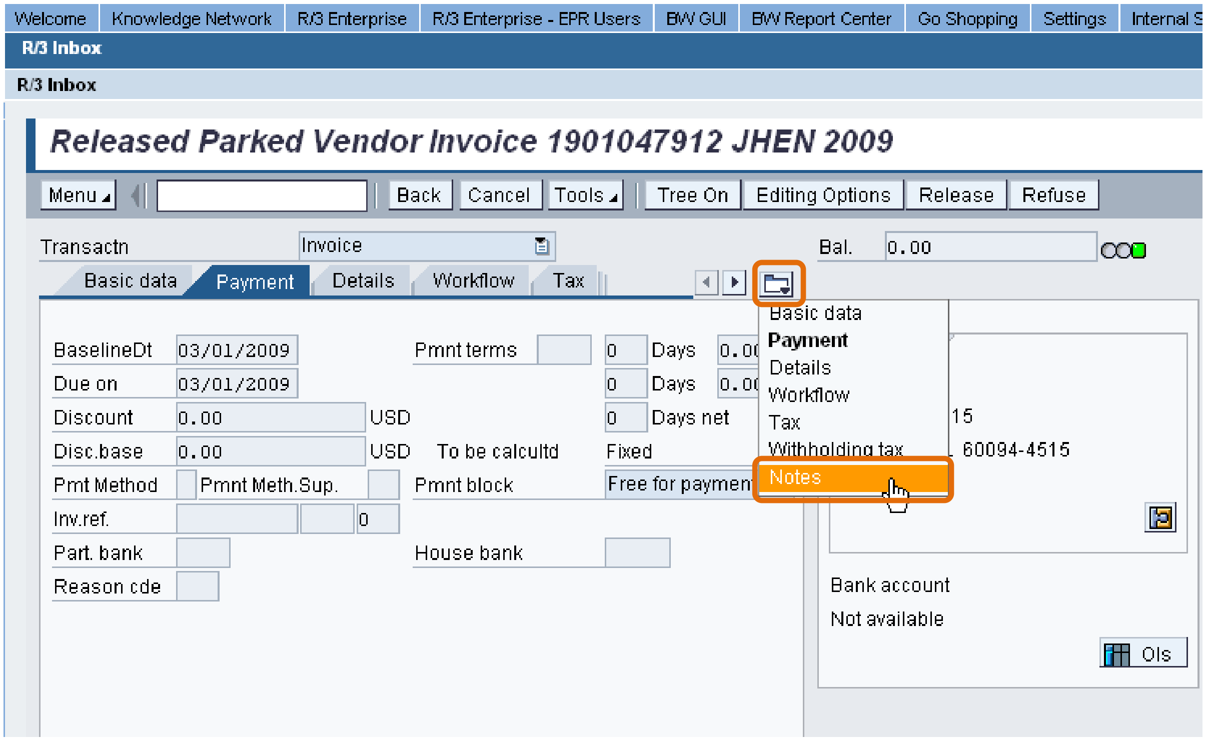
03 – Airmail

04 – Returned interdepartmental mail

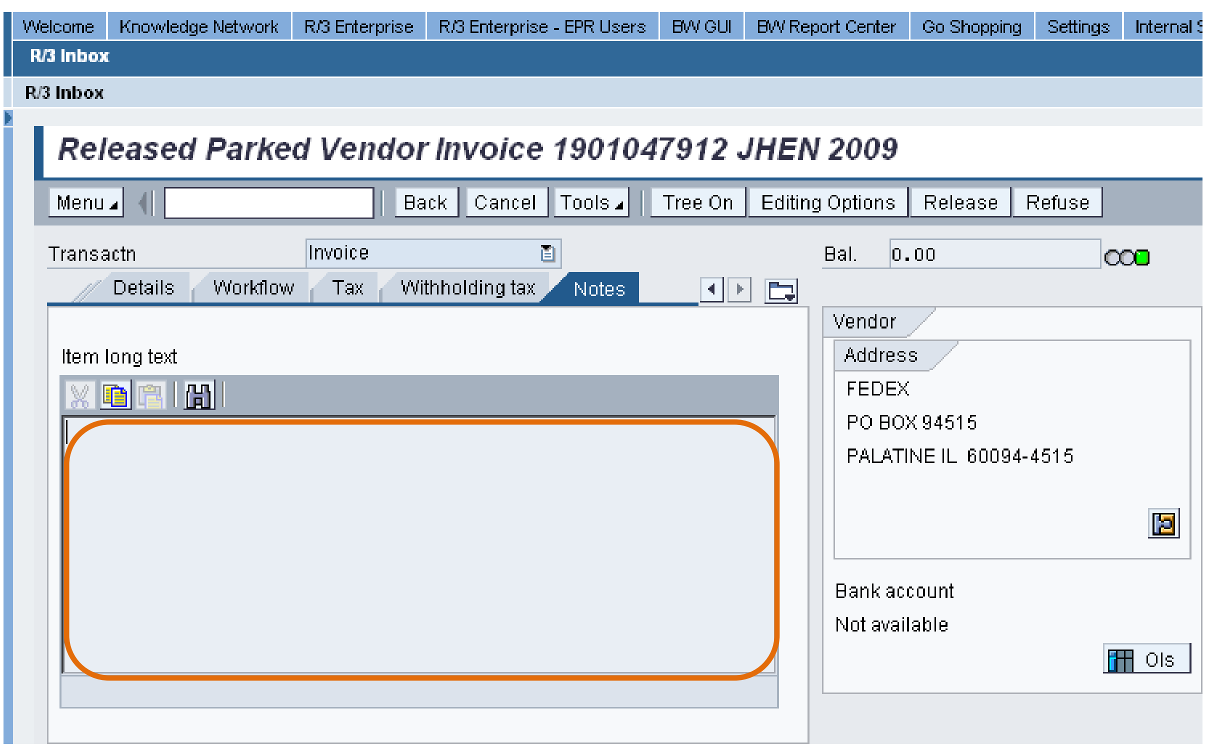
4.7 Notes

Now let's take a look at the Notes tab.

This area can be used for any information that the department needs to convey to Accounts Payable Shared Services.



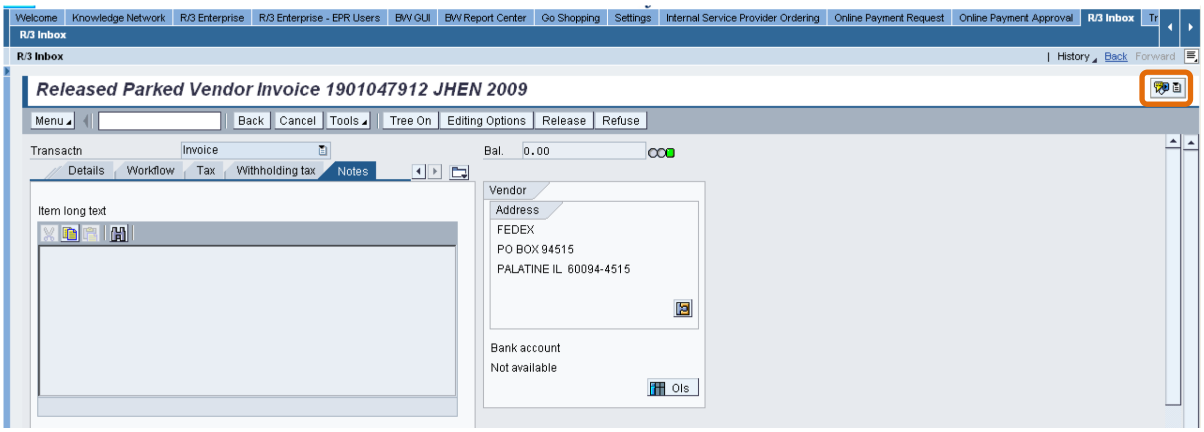
For instance, if a check that was requested needs to be returned to the originator by interdepartmental mail, you need to verify that the originator's name, work address, and phone number are listed here.

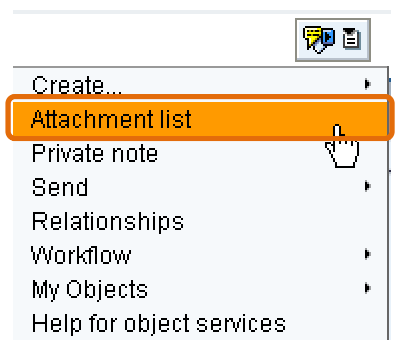


4.8 Verifying the Information

As an approver, you will need to verify that the information recorded in the online payment request document matches the actual invoice. You will either be presented with a hard copy of the invoice, or it will be scanned and attached to the online payment request.

To access an invoice that has been attached to an online payment request, click the Services for Objects button and then select Attachment List.

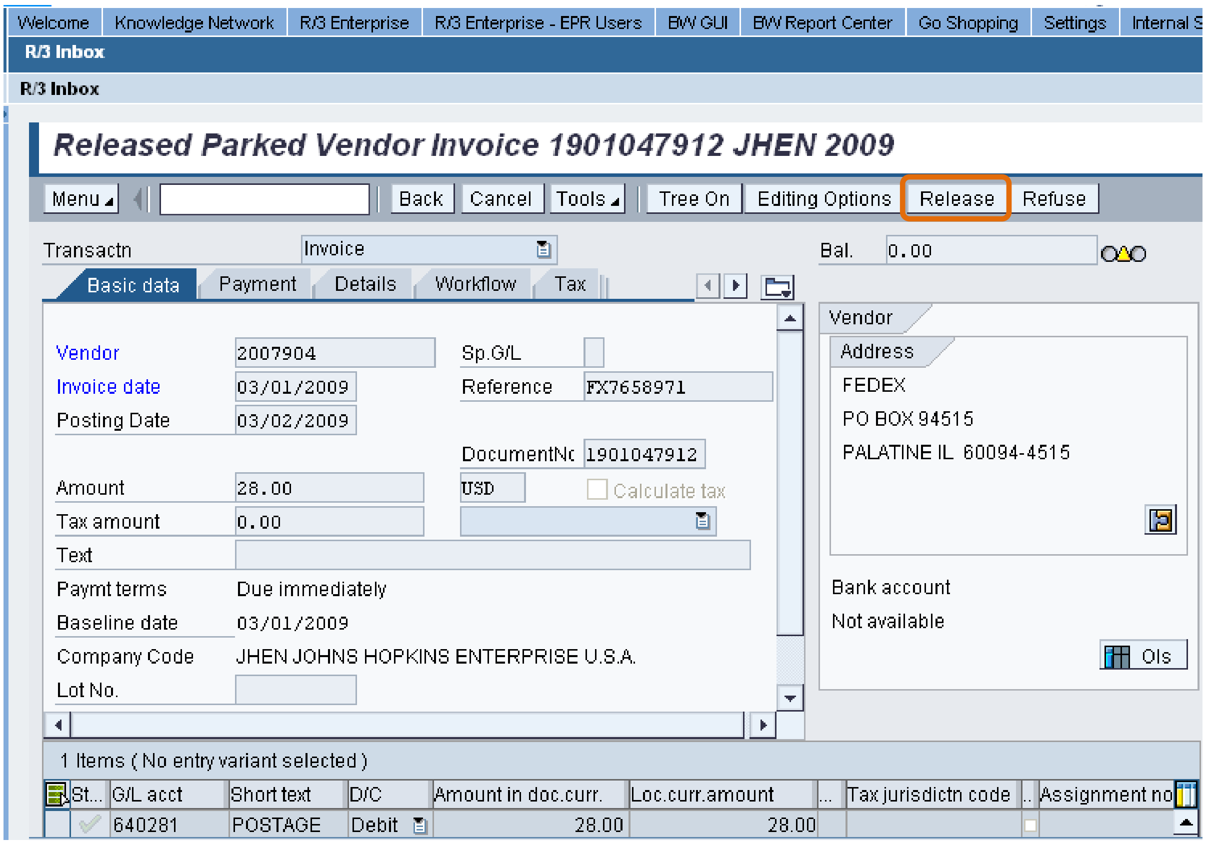




A pop-up window will open. If the invoice is attached, you will see it listed in this window. Just double-click the invoice to view and print this document. When you're finished, close the document and the pop-up window.

4.9 Approving a Request

Now let's say that you want to approve this online payment request. All you need to do is click the Release button. You'll return to your inbox, but the document that you've just approved will no longer be listed here.

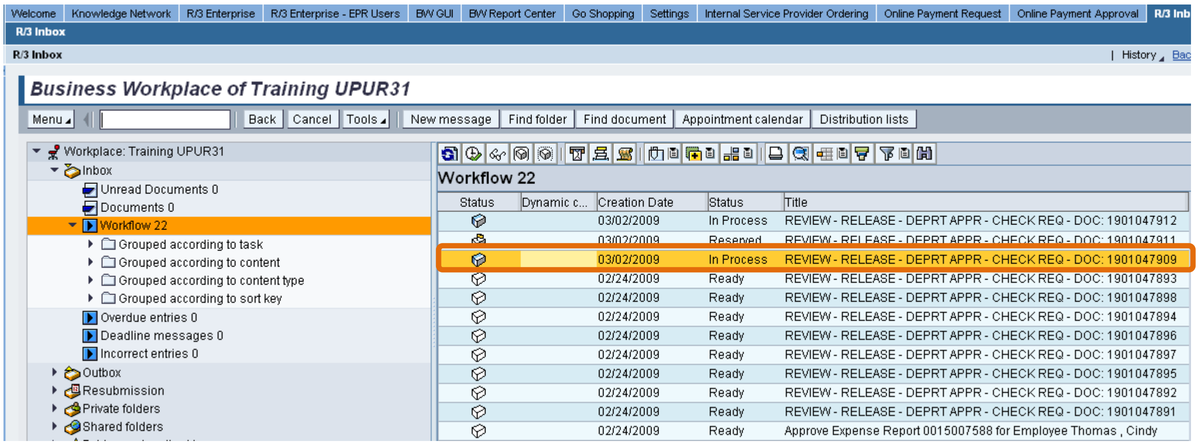


If you want to review this document, you can retrieve it by opening your outbox and clicking Work Items Executed by Me.

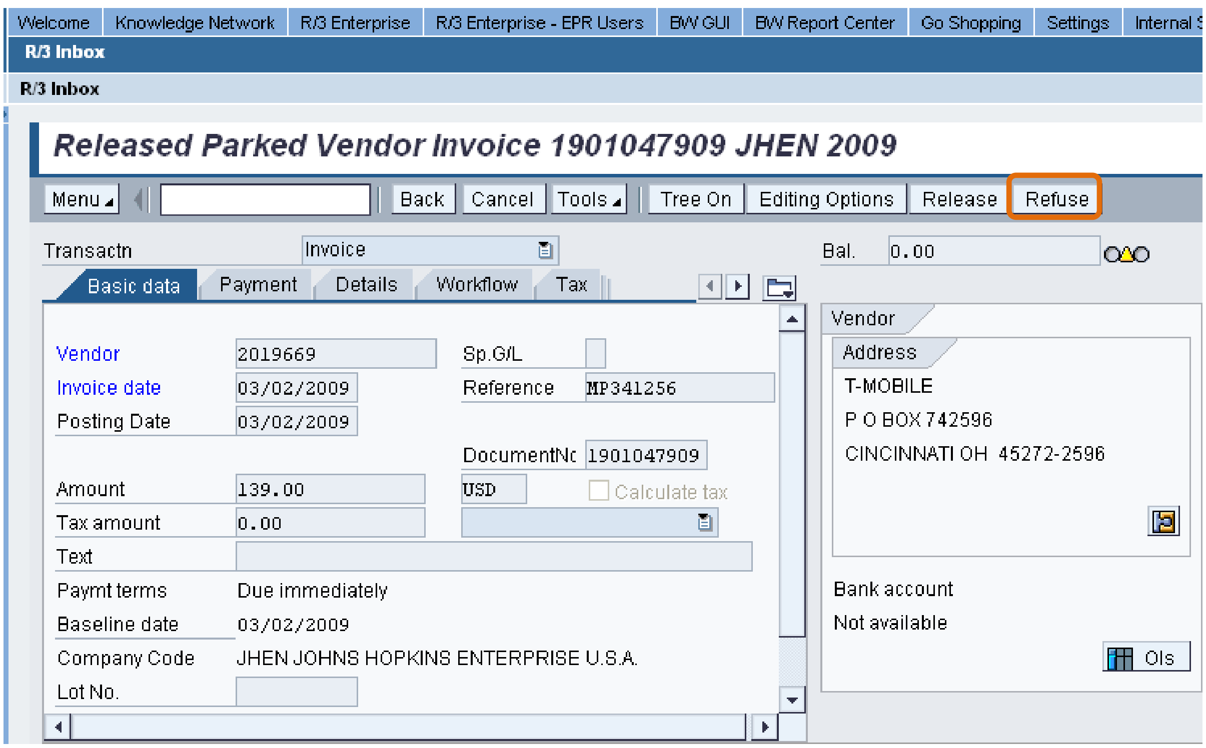
4.10 Rejecting a Request

As an approver, you cannot change or delete a document. So if a document needs to be corrected or deleted, you should reject the document so the employee who prepared it can resolve the issue.

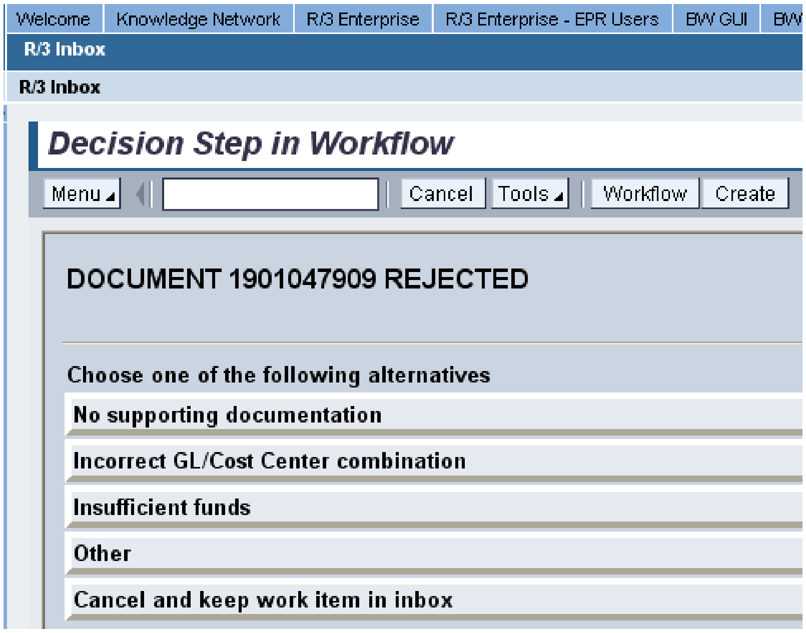
From your inbox, start by double-clicking the document. Information about that document will appear.



After reviewing this information, click the **Refuse** button.



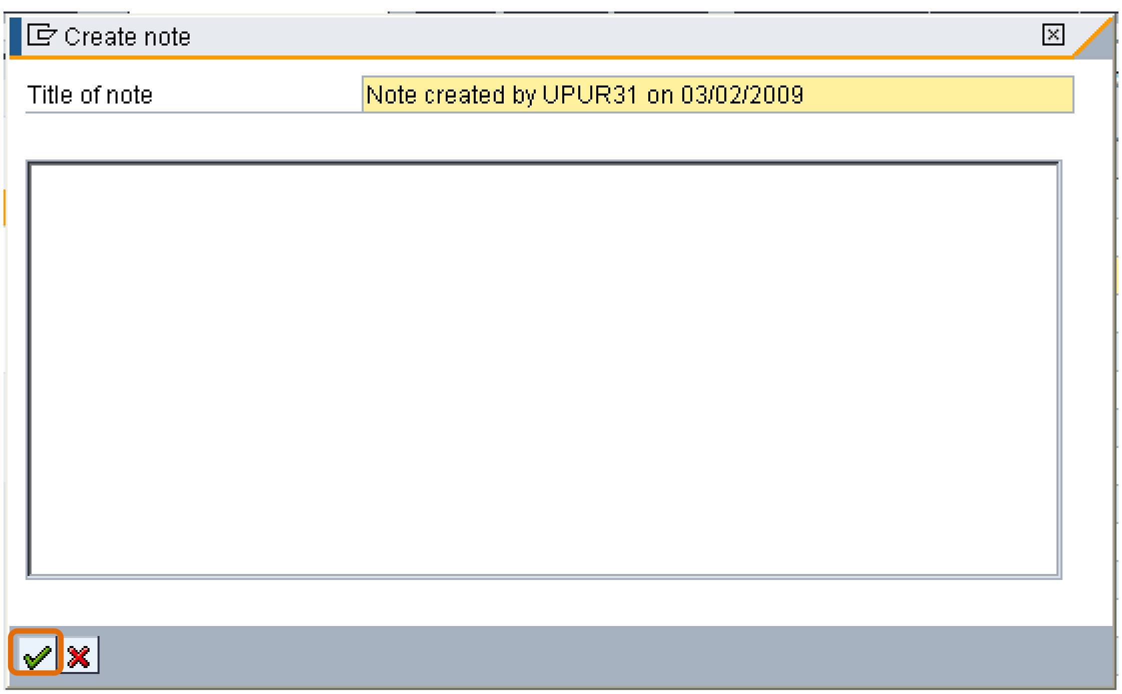
A window will open, prompting you to explain your reasons for rejecting the request.



Your options include:

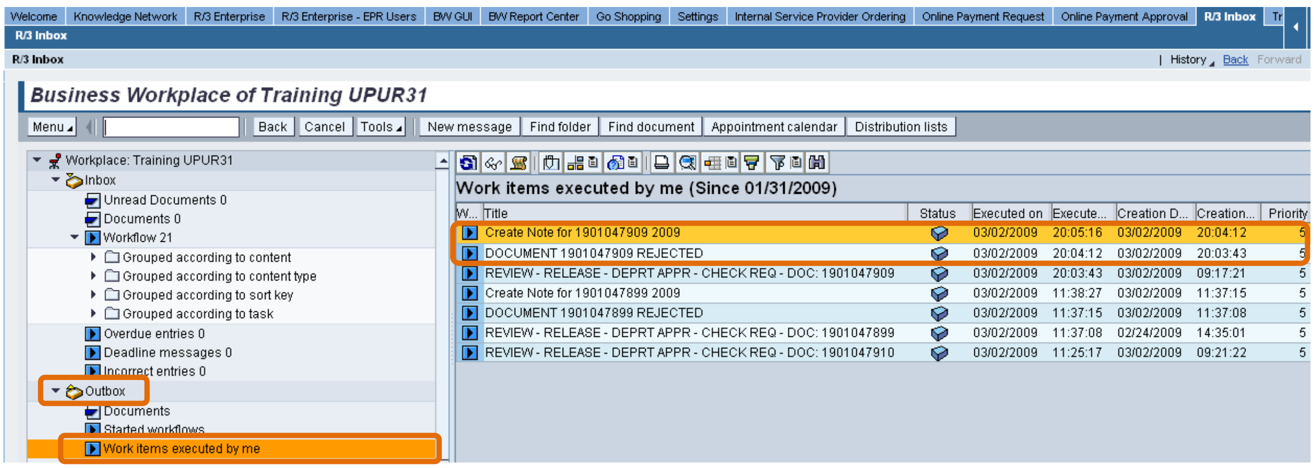
- No supporting documentation
- Incorrect GL/Cost Center combination
- Insufficient funds
- Other
- And “Cancel and keep work item in inbox” This option should be used if you’re not yet ready to make a decision about whether you want to accept or reject this request. If you click this button, the document will remain in your inbox where you can process it later.

If you click **Other**, another pop-up window will open.



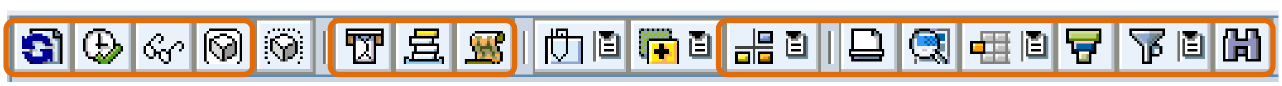
Within this window, you can type the reason why you're rejecting the document. Please be precise to eliminate confusion, as the originator will be able to view this information. Click the Continue button to complete the process. And once again, you'll return to your inbox.

The document that you rejected will no longer be listed here. But you can review it by opening your **Outbox** and clicking **Work Items Executed by Me**.



4.11 Additional Features

Now let's return to your inbox one more time. There are a few features on this screen that could help you as you review, approve, and reject online payment requests.



 **Update** – Click this button to refresh the list of documents displayed in your inbox.

 **Execute** – Click this button to see detailed information about a document selected from your inbox. (You would see the same information if you double-clicked the document.)

 **Display** – Click this button to see additional information about a document selected from your inbox.

Reserve – When an online payment request document is submitted for approval, it will appear in the inbox of every employee authorized to sign it. If you select a document in your inbox and then click Reserve, the document will disappear from all other inboxes and become your responsibility to complete.

Forward – Click this button if you'd like to forward a document to another person's inbox and remove your responsibility to complete it. Make sure the person you select has the authorization to approve it!

Resubmit – Click this button to reject a document without first reviewing it. This is not the proper way to reject a document, since you cannot specify a reason for the rejection.

Display Workflow Log – Click this button to see a very detailed workflow view.

Environment – When you click this button, you'll be presented with four options:

- Display objects in workflow – If you select this option, you'll be presented with a detailed document view. It's impossible to approve or reject a document when you're working within this view.
- Display workflow relationships – If you select this option, you'll be presented with a workflow overview.
- Start workflow – This option is not used at Hopkins.
- Create link – This option is not used at Hopkins.

Print list – Click this button to generate a printer-friendly list of the documents in your inbox.

Details – Click this button to see a different view of the data, displayed on the inbox line item.

Layout settings – This button allows you to modify, save, select, and manage the data fields displayed in your inbox.

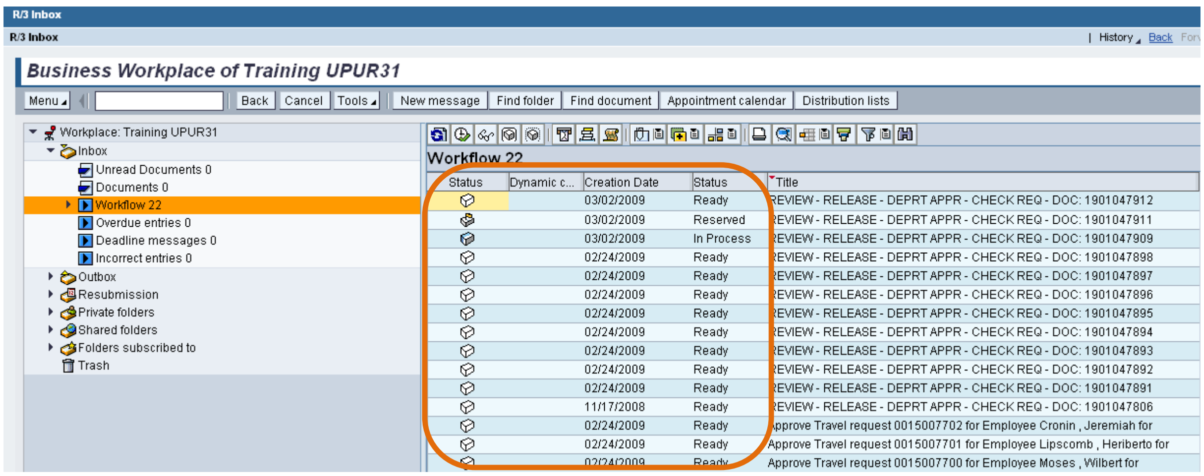
Sort – Click this button to sort the documents in your inbox.

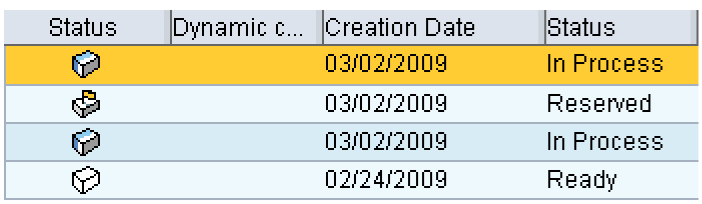
Filter – Click this button to filter the list of documents in your inbox, based on a field value.

Find in list – Click this button to search for a document in your inbox using a value.

4.12 Status Column

And finally, let's take a closer look at the Status column in your inbox. There are three different icons that might be displayed in the **Status** column. Each icon has a different meaning.





Status	Dynamic c...	Creation Date	Status
		03/02/2009	In Process
		03/02/2009	Reserved
		03/02/2009	In Process
		02/24/2009	Ready

Ready – When you see this icon, it means that this document is new and has not yet been opened. The document may also appear in other approvers' inboxes.

In Process – When you see this icon, it means that the document has been opened, but it hasn't been approved or rejected. The document is your responsibility and has been removed from all other inboxes.

Reserve – When you see this icon, it means that you've applied the Reserve function to the document. The document is now your responsibility and has been removed from all other inboxes.

5 Establishing a Substitute Approver

As an approver, it's your responsibility to appoint a substitute approver in case you're ever unavailable to process requests. If you have a substitute approver in place, documents will never be delayed because of your absence.

In this section, we'll step through the process of setting up a substitute approver in SAP. After you complete this section, you'll be able to:

- Explain the difference between active and passive substitute approvers.
- And set up a substitute approver.

5.1 Substitute Approver Policy

A substitute approver is a departmentally authorized employee with appropriate security roles assigned to his or her position. More than one person can be established as a substitute approver.

5.2 Two Types of Substitute Approver

There are two types of substitute approvers.

- Active substitute approvers
- Passive substitute approvers

Active substitute approvers have documents that require approval automatically routed to their SAP Business Workplace inbox. This feature is turned on whenever the approver is expected to be absent.

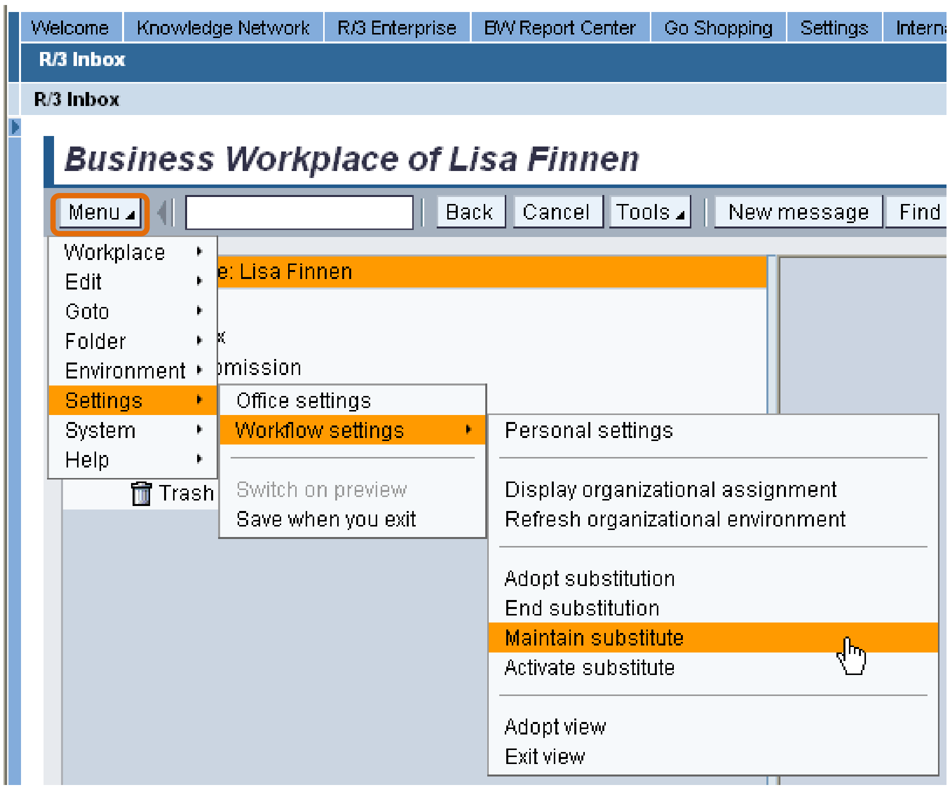
Passive substitute approvers have to access the approver's inbox to retrieve documents requiring approval. This is generally done when the approver is unexpectedly absent.

5.3 Setting up a Substitute Approver

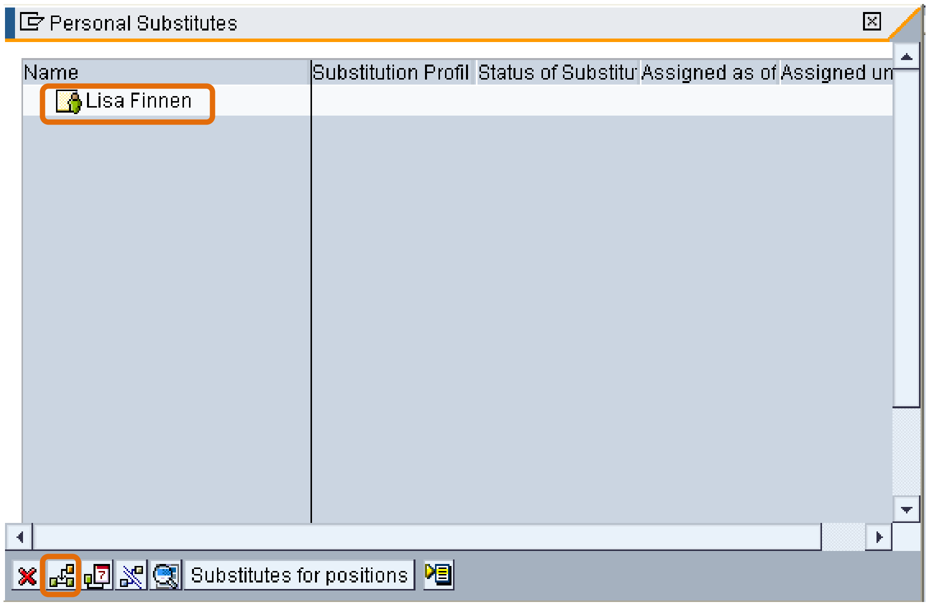
OK, let's set up a substitute approver.

From SAP access the SAP Business Workplace by clicking the **R/3 Inbox** tab.

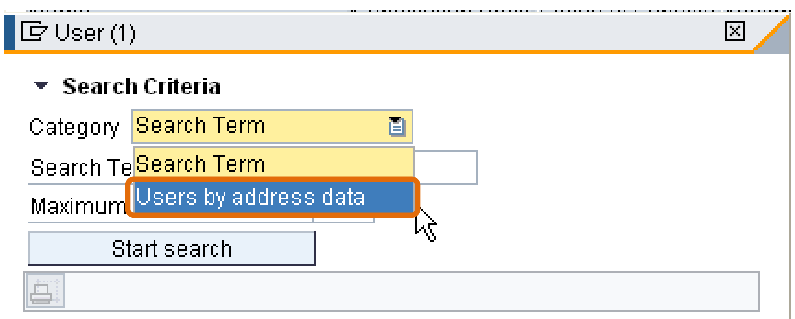
Then, from the menu bar, click **Menu →Settings → Workflow Settings → Maintain Substitute**.



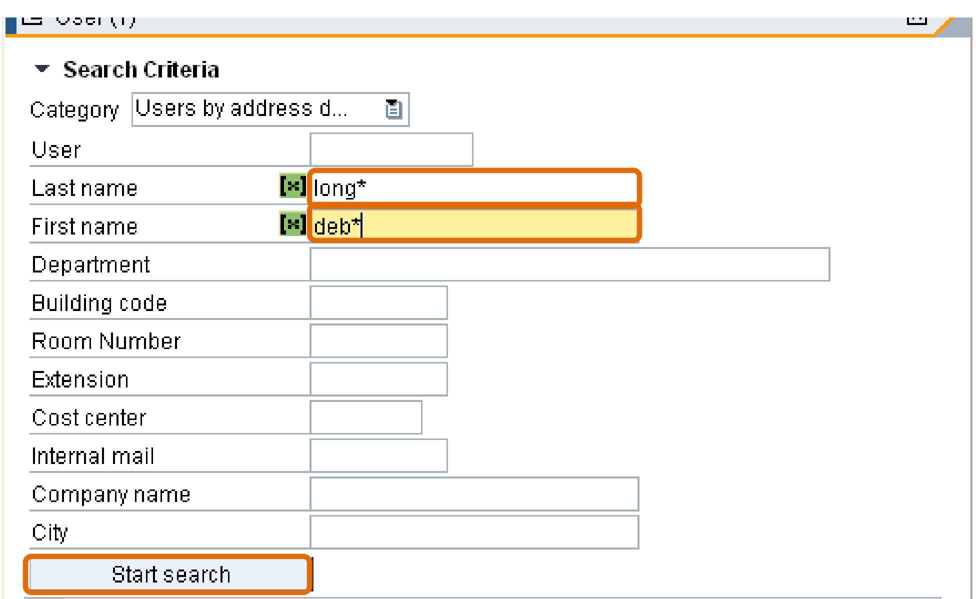
A pop-up window will open. If it doesn't say "Personal Substitutes" at the top of this window, click the Personal Substitutes button. This is the window where you'll be setting up your substitute.



You should see your name listed in this window. Click **your name** once to select it. Then click the **Create Substitute** button.

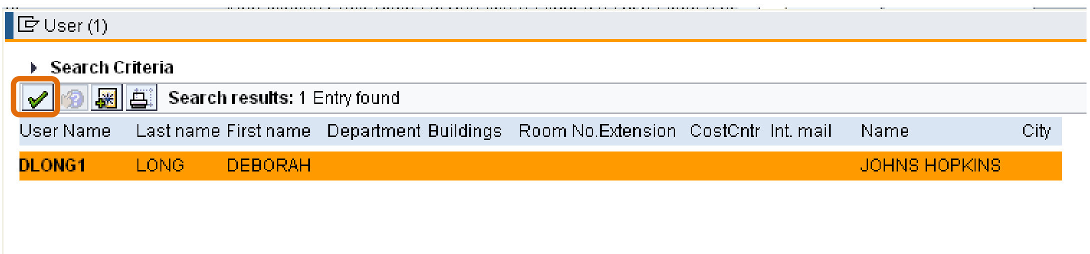


A User Search window will open. Click the **Users by address data** category.



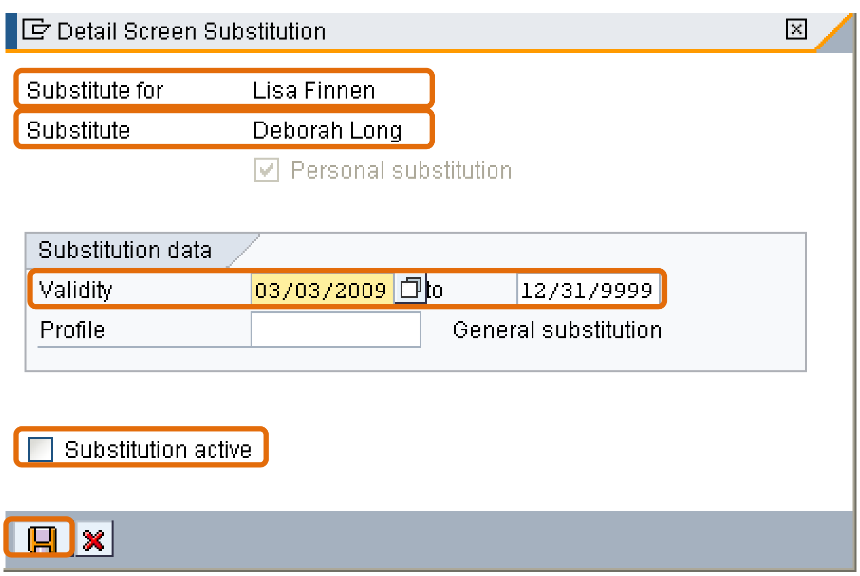
Then search for your substitute employee by entering his or her **first and last name**. It's a good idea to add the wildcard character – the asterisk – to the end of the employee's name, just in case the name is hyphenated or ends with a Junior or Senior.

Finally, click the **Start search** button to conduct your search. And a list of search results will be displayed.



It's important for you to understand that these search results are not limited to individuals with appropriate approver access. You'll need to make sure that the substitute that you select has the proper access. Instructions on how to view an employee's role assignments are available in the Resources section of this program.

Now once you locate the correct employee, you need to double-click that employee's name. And the Detail Screen Substitution window will appear.



Within this window, you'll see your name in the "Substitute for" field, and the name of the employee that you selected in the "Substitute" field. In the Validity fields, you can see that this

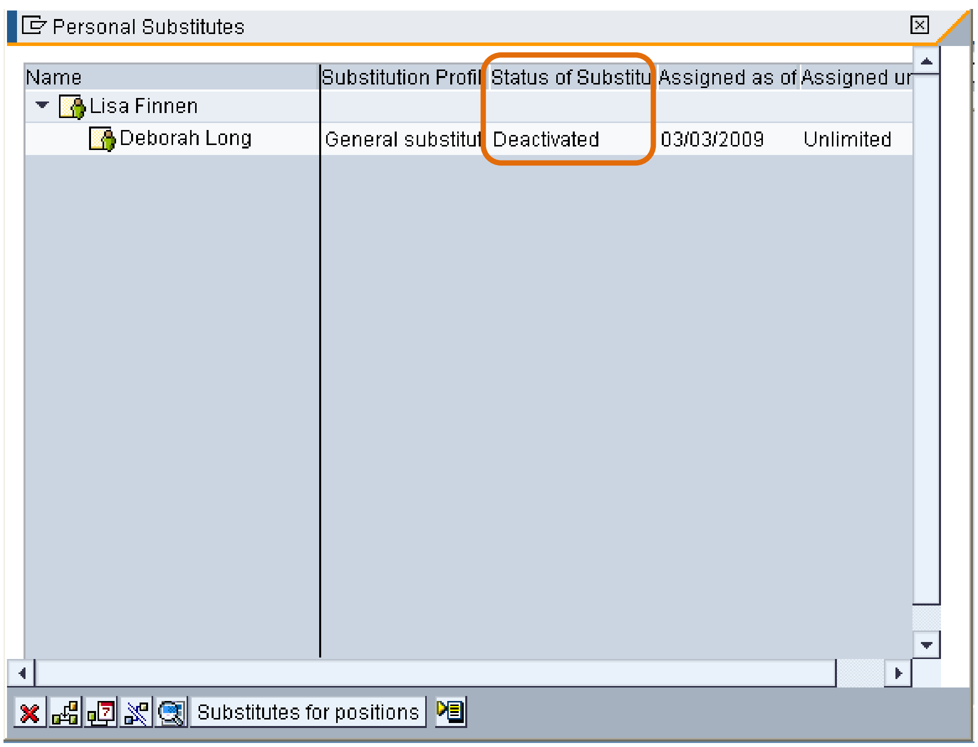
substitute relationship will be valid from today's date through December 31st, 9999. In other words, it's unlimited.

Now let's focus on the **Substitution Active** checkbox.

If you check this checkbox, the employee will become an **active substitute.** This means that documents will automatically begin to be forwarded to the employee's inbox. It's a good idea to set up an employee as an active substitute the day before you expect to be out of the office – for example, the day before you leave on a vacation.

If you leave this checkbox unchecked, the employee will become a **passive substitute**. This means that the employee will have the authority to access your inbox and process pending documents. This functionality will come in handy if you experience an unexpected absence.

Click the **Save** button to complete this process. And you'll return to the Personal Substitutes window, where you'll see the name of the employee that you've just established as a substitute approver.



Take a look at the **Status** column.

- If it says "**Activated**," this means that the employee is an active approver, and all documents will automatically be forwarded to the employee's inbox.

- If it says "**Deactivated**," this means that the employee is a passive approver, and is able to access your inbox if necessary.

You can delete a substitute or change a substitute's status by using the buttons at the bottom of this window.

-  - To delete a substitute, you just need to select the substitute that you want to delete, and then click the **Delete** button.
-  - To change a substitute's status, you need to select the substitute whose information you wish to modify, and then click the **Choose** button.

You'll once again be presented with the Detail Screen Substitution window. Once you're here, you can adjust the employee's status by checking or unchecking the Substitution Active checkbox. Then click the Save  button to save your work

6 Appendix A–Resources

For more information, consult the following resources.

- General Web sites
  - Shared Services http://ssc.jhu.edu/
  - Controller's Office http://www.controller.jhu.edu/
  - Knowledge Network
    https://collaborate.johnshopkins.edu/sites/SAP/knownet/Pages/default.aspx
- Contact Information for Accounts Payable Shared Services
  - http://ssc.jhu.edu/accountspayable/contact.html
- Purchase order exception list
  - http://ssc.jhu.edu/supplychain/exceptions.html
- How to open an approver's inbox (instructions for passive substitute approvers)
  - http://training.jhu.edu/html/Financial/SAP/Resources/OpeningApproverInbox_V4.pdf
- How to view employee role assignments
  - http://training.jhu.edu/html/Financial/SAP/Resources/ViewingRoleAssignments_V2.pdf